



Date: _____

Your Evaluation of LiveJustice

Thank you for agreeing to participate in the evaluation of the LiveJustice web site. Your answers will be strictly confidential, and you may omit answering any specific question if you wish.

I. Experience with LiveJustice

How did you use LiveJustice?

1. About how much time did you spend exploring the LiveJustice web site?

☐ 15 minutes or less
☐ 16 – 30 minutes
☐ 30 – 60 minutes
☐ more than 1 hour

2. When did you explore the Live Justice website?

Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

3. For what housing problem were you seeking information or advice from LiveJustice? (check all that apply)

☐ Living conditions
☐ Eviction
☐ Moving in
☐ Discrimination
☐ Security Deposits
☐ Rent Payments
☐ Utilities
☐ Public or Subsidized Housing
☐ Other (Please Specify) _____

4. What was your purpose for visiting LiveJustice.org? (check all that apply)

- ☐ Search for legal information on your own
- ☐ Learn how the housing court system works
- ☐ Find information on other organizations that help tenants
- ☐ Talk to an attorney or paralegal about your housing problems
- ☐ Get help finding and filling out legal forms
- ☐ Get help finding additional legal representation
- ☐ Other (Please Specify): _____

5. Did you get satisfactory information/advice from LiveJustice?

- ☐ Yes
- ☐ No: why not?

6. Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little	Some	A lot	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"About Us" / "About LiveJustice"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Look in our legal library"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Learn about the court system"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Find out where to go for help online"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Get directions"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Live Help"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"News Flash!"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"My Account"

II. Evaluation of the LiveJustice Web Site

Your opinions of the design, content and ease of use of the web site.

1. Please rate your overall impression of the LiveJustice website?

Not at all
favorable

1

2

3

4

Extremely
favorable

5

2. What did you like most about the site?

3. What did you like least about the site?

4. What one area of the site would you most like to see improved? How?

5. Do you feel that there is anything missing from the site? What?

6. Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

☐ No

☐ Yes: Please Describe

7. Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	1	2	3	4	5
The page design was clean and uncluttered	1	2	3	4	5
It was easy to locate the desired information	1	2	3	4	5
The services and content provided were useful	1	2	3	4	5
The menu choices were helpful	1	2	3	4	5
The site was easy to understand	1	2	3	4	5
The time required to use the site was acceptable	1	2	3	4	5
The login procedure went smoothly	1	2	3	4	5
The links to other sites were useful	1	2	3	4	5
The page displayed quickly	1	2	3	4	5

8. Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

___ Yes

___ No: Why not? Please explain and continue to the next section.

III. Live Chat Evaluation

1. How favorable was your overall impression of the Live Chat feature?

Not at all favorable				Extremely favorable
1	2	3	4	5

2. Did the legal advocate understand the questions you asked?

Understood none of my questions				Understood all of my questions
1	2	3	4	5

3. Did the legal advocate answer your questions to your satisfaction?

None of my questions were answered				All of my questions were answered
1	2	3	4	5

4. Did the legal advocate respond to your questions quickly?

Not quickly at all				Extremely Quickly
1	2	3	4	5

5. Did you experience any problems while typing in your questions, or reading the responses of the legal advocate?

☐ No

☐ Yes: please describe

6. Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

☐ No

☐ Yes: please describe

7. Were the available “LIVE HELP” hours convenient for you?

Not
convenient at
all

1

2

3

4

Quite
convenient

5

IV. Experience with Housing Problems and the Law

1. Do you currently have a case pending before the Worcester Housing Court?

☐ Yes
☐ No

2. Are you currently represented by an attorney for a housing problem?

☐ Yes
☐ No

3. In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

☐ Yes
☐ No (please skip to Section IV)

4. In what year did you receive this assistance? (check all that apply)

☐ 1997
☐ 1998
☐ 1999
☐ 2000
☐ 2001
☐ 2002

5. Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

Much lower quality					Much higher quality
1	2	3	4	5	

6. Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

Much less convenient					Much more convenient
1	2	3	4	5	

V. Your Internet Experience

1. Do you currently own a functioning computer?

☐ No
☐ Yes

2. In the past year, where have you used a computer to access the internet? (check all that apply)

☐ Home
☐ Work
☐ Social Services Agency
☐ Library
☐ Other (please describe): _____

3. About how many hours a week do you spend on the internet?

☐ 0-5 hours
☐ 6-10 hours
☐ 11-20 hours
☐ 21-40 hours
☐ more than 40 hours

4. How would you rate your skill at obtaining information on the internet?

Not skilled				Highly skilled
1	2	3	4	5

5. Are you generally comfortable with the idea of obtaining important information over the internet?

Not comfortable				Very comfortable
1	2	3	4	5

6. How do you feel about participating in a “live chat” with another individual over the internet?

Not comfortable				Very comfortable
1	2	3	4	5

7. Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

Not Comfortable				Very Comfortable
1	2	3	4	5

8. In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

___ Never
___ A few times
___ Several times

VI.About you

1. Gender

☐ Male
☐ Female

2. Age

☐ 17 years, or younger
☐ 18-24 years
☐ 25-40 years
☐ 41-60 years
☐ 61-75 years
☐ 76 years, or older

3. How many people, including yourself, live in your household?

people

4. How many children, under the age of 18, do you live with?

children (if none, please write "0")

5. Ethnicity

☐ American Indian or Alaskan Native
☐ Asian or Pacific Islander
☐ Hispanic or Mexican American
☐ Black or African American (Non – Hispanic)
☐ White (Non – Hispanic)
☐ Other (please specify): _____

6. What is your approximate annual household income, before taxes?

☐ Less than \$10,000
☐ \$10,000 to \$14,999
☐ \$15,000 to \$19,999
☐ \$20,000 to \$29,999
☐ \$30,000 to \$39,999
☐ \$40,000 to \$59,999
☐ \$60,000 to \$79,999
☐ \$80,000 or more

7. What is the highest educational level you have obtained?

- ☐ Never attended high school
- ☐ Some high school
- ☐ High school diploma or GED
- ☐ Trade school
- ☐ Some college
- ☐ Associate's / Two year degree
- ☐ Bachelor's / Four year degree
- ☐ Some graduate school
- ☐ Graduate degree

8. How many hours a week are you employed, on average?

- ☐ Not currently employed
- ☐ 1-9 hours
- ☐ 10-19 hours
- ☐ 20-29 hours
- ☐ 30-39 hours
- ☐ 40-49 hours
- ☐ 50 or more hours

9. What languages do you speak fluently?

- 1. _____
- 2. _____
- 3. _____

10. How would you rate your fluency in written English?

Not fluent					Completely fluent
1	2	3	4		5

VII.Additional Comments

Do you have any other comments about the LiveJustice website?

Do you have any suggestions for improving LiveJustice?

Do you have any comments about this survey, or how it could be improved?

Thank you very much for your time and participation!!